

CRBS Service Level Agreements (SLAs)

The following IT Service Level Agreements (SLAs) represent the normal times it takes to implement requests for CRBS requirements. These times can be used as guidelines for planning how long it takes to accomplish tasks. We understand that there may be times when emergency may dictate that we need to exceed the recommended times listed here. In all cases, we will attempt to get the tasks completed in the shortest amount of time with the available resources.

We have broken up the various infrastructure tasks by category and also added explanatory comments to assist you. Should you have questions, please feel free to direct those to the Operations Manager, [Mark James](#) at 2-0766.

IT Category	Request	SLA	Tools, Comments, Assumptions
WEB	Page Update	2 hours	Static content
		6 hours	Table layouts, feature articles, java scripts, dynamic pages
	New web site design	1 month	Includes reviews, feedback, browser testing, 508 accessibility, HTML, XHTML, CSS
	RSS feeds	2 hours	Use FeedForAll
	Blog customization	1 week	Use WordPress
	Twitter posts/account creation	15 minutes	
	Facebook posts/account creation	15 minutes	
	Tutorials	1 week	Use Captivate, add animation
	Flash animations	3 weeks	Browser testing, 508 accessibility, CSS, HTML validation
	Redesign of existing site	2 months (+)	
Communication Team Support	Poster printing	4 hours	Drafts, final
	Brochure design	1 month	Trifold
	Data sheets	1 week	Reviews, final
	Photographs	2 days	Taking of pictures, retrieval, archiving
	Press releases	4 hours	
	PMCID assistance	2 hours	Use Refworks, publication compilation, NIH Manuscript System (1-3 weeks)
	Graphic designs	1 week	Logos, headers, footers, postcards, maps, icons, pens, holograms, etc.
	Newsletter layouts	2 weeks	Assumes content in hand
	e-newsletter	1 week	Assumes content in hand
	Mailing list administration	2 hours	Subscriptions, posts, approvals
Accounts	e-mail	1 day	Request should come through JIRA
	Machine access	1 day	
	AD/LDAP account	1 day	JIRA, Confluence, CROWD, Fisheye, Crucible
	Triton	4 days	
	Cluster	1 day	
	chump/samba	1 day	
	CVS/SVN	1 day	
	Security keys	1 day	
	Portal	1 day	
	DocuShare	1 day	
	SRB/iRODS	1 day	Assumes the account is managed through the portal. External accounts may take longer.
	Database	1 day	PostgreSQL, Mysql and Oracle
	Request for a new mailing list	1 day	
	Add a user to a mailing list	2 hours	
Hardware	PC/laptop	1 day-1 week	Check for spare. If new, manager approval and index number needed.
	Monitor	1 day	Check for spare. If new, manager approval and index number needed.
	Keyboard/mouse	1 day	
	New Server	3 weeks	Check for spare. If new, manager approval and index number needed.
	Virtual machine (VM)	1 day	Assumes existing hardware. Includes IP address and DNS entry.
	Switch	3 weeks	If new, manager approval and index number needed.

	Load balancer	3 weeks	If new, manager approval and index number needed.
	Rack	3 weeks	Check for spare. If new, manager approval and index number needed.
	Amazon VM	3 days	
Storage	Add a disk drive	2 weeks	
	Thumper	2 months	
	Triton	2 weeks	
	Amazon EC2 storage	3 days	
Network	DNS entry	1 day	Change or add a new entry
	Add an entry to monitoring tools	1 day	Zenoss, InterMapper, Google Analytics, etc. Requires definition of what to monitor and the specific mechanism to be deployed.
Software/licenses	Desktop/PC	3 days	Need index number
	Specialized software	1 week	Need index number
Databases	Schema design	1 week	
	Move test database into production	3 days	This may take longer due to the size of the database being moved.
	Installation/configuration	1-3 days	
	3rd party database tools/applications installation	3 days	
	SQL function development and testing	3 days	
	Backup/restore/recovery	2 days	Sometime it depends on the database size
	Performance tuning	3 days	
Portal	Make text changes to existing portlet	2 days	
	SSL certificates	3 weeks	New certificates
		1 day	Assumes we have an existing certificate that can be used.
	Design of a portlet	4-6 months	
	Portal Design	1 month	
Mediator/Data Integration	Database registration	1 day	Includes any functions, tables, local views, wrapper
	Remote wrapper deployment	3 days	
	Security implementation	1 day	